

**Office of the State Library**  
**Agency Number 06-262**  
**Fiscal Year 2008-2009 through FY 2012-2013**

**Agency Vision Statement**

The State Library of Louisiana is a strategic leader in bringing information resources to the people of Louisiana through cooperation with government entities, partnership with other libraries, technology and superior customer service.

**Agency/Program Mission Statement**

The mission of the State Library of Louisiana is to foster a culture of literacy, promote awareness of our state's rich literary heritage and ensure public access to and preservation of informational, educational, cultural and recreational resources, especially those unique to Louisiana.

**Agency Philosophy Statement**

The State Library of Louisiana, its Board of Commissioners and staff value:

- Equal access to information for all citizens,
- The literary and cultural heritage of Louisiana,
- Intellectual freedom, and
- Reading

**Agency/Program Goals**

In the next five years, the State Library of Louisiana will focus its services and resources on six fundamental priorities (1) serve state government and libraries by collecting and disseminating public information and providing reference services and library materials; (2) assist recovering libraries to build back better than before and to become engines for community growth in rebuilding lives and livelihoods; (3) provide training and consulting to public libraries while assisting them in becoming stronger advocates within their communities; (4) meet the informational needs of the blind and physically-handicapped throughout the state as we move into a new realm of delivering information through technology (5) expand the focus on Louisiana materials by providing extraordinary reference services and enhancing and preserving the collection; and (6) develop a coordinated program to promote childhood literacy and a lifelong love of reading among Louisianans that will contribute to the state's overall economic growth and quality of life.

In order to accomplish this, the Office of the State Library will:

Goal I: Provide access to and preserve Louisiana's cultural and literary heritage.

Goal II: Expand services to bring information and resources to Louisiana libraries and into the offices and homes of users through greater use of technology and electronic resources.

Goal III: Enhance the quality of life of Louisiana citizens by increasing awareness and usage of the vast array of available resources in Louisiana libraries, thus fostering economic growth, educational opportunities and avenues of prosperity.

Goal IV: Foster the ongoing professional development of library staff throughout the state, enabling them to be well informed and competent to provide superior library services to their constituencies.

Goal V: Identify and serve the needs of special populations.

Goal VI: Remain an energetic and relevant organization through continual improvement and ongoing dialog with its users.

## **Program Objectives**

Objective 1: Increase usage of the State Library collections and services by at least 10% by 2013.

Objective 2: Increase usage of public library resources by 20% by 2013.

Objective 3: By 2013, provide a total of 250 media promotions and presentations which bring attention to libraries and their resources.

Objective 4: Provide a minimum of 80 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities and by 2013, assist in rebuilding to 333 the number of library service outlets, distributed among all 64 parishes.

Objective 5: By 2013, provide 200,000 items per year to special populations and increase participation in children's programs to 110,000 per year.

Objective 6: The State Library will achieve a 90% satisfaction rate in surveys of its users.

**Objective 1: Increase usage of the State Library collections and services by at least 10% by 2013.**

Strategies

- 1.1 Enhance and expand the Louisiana Collection.
- 1.2 Expand the role of the Center for the Book in promoting the literary heritage of Louisiana and the value of reading.

Indicators

Output	Number of items loaned from State Library collections
Output	Number of reference questions answered
Outcome	Number of attendees at annual Louisiana Book Festival

**Objective 2: Increase usage of public library resources by 20% by 2013.**

Strategies

- 2.1 Use the statewide databases as the foundation for building a true virtual library.
- 2.2 Continue to supplement the collections of local public libraries through a cost-effective and efficient program of interlibrary loan.
- 2.3 Strengthen information delivery services throughout the state via greater cooperation and / or use of technology.
- 2.4 Increase state aid to public libraries to at least \$7.5 million by 2013.

Indicators

Output	Number of electronic databases searches
Output	Number of items loaned among public libraries
Outcome	Number of uses of public access computers in public libraries

**Objective 3: By 2013, provide 250 media promotions and presentations that bring attention to libraries and their resources.**

Strategies

- 3.1 Bring greater visibility to all Louisiana libraries through an aggressive program of marketing and outreach.
- 3.2 Make greater use of electronic methods of communication to leverage available resources and expand the reach of State Library programs and initiatives.
- 3.3 Develop an intensive program of outreach to state employees in their offices and agencies.

- 3.4 Develop within children an appreciation for reading and an understanding of libraries and their resources

Indicators

Output	Number of media promotions
Output	Number of presentations to outside groups

**Objective 4: Provide a minimum of 80 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities and by 2013, assist in rebuilding to 333 the number of library service outlets, distributed among all 64 parishes.**

Strategies

- 4.1 Continue to work with damaged and recovering libraries to enable them to build back better than before.
- 4.2 Increase convenience, quality, quantity and relevancy of State Library workshops taught throughout the state.
- 4.3 Partner with other continuing education providers to improve training opportunities for all library staff throughout the state.
- 4.4 Provide consulting to libraries and governing authorities in all areas of library administration including advocacy, strategic planning, building programs, legislative issues, staff development, funding, statistics-gathering and program development.

Indicators

Output	Number of libraries receiving consultations and site visits
Output	Number of workshops held
Output	Number of attendees at workshops
Output	Number of public library service points

**Objective 5: By 2013, provide 200,000 items per year to special populations and increase participation in children's programs to 110,000 per year.**

Strategies

- 5.1 Partner with government agencies, public libraries, early childhood and literacy organizations, and early childhood education centers to raise the early childhood literacy level of children ages birth – 5.

- 5.2 Take a leadership role in provision of library services to the blind and physically handicapped.
- 5.3 Continue to provide information, materials, training, coordination and promotion for children's and teen reading programs, including Summer Reading Program, Teen Reading Program and Louisiana Young Readers' Choice Award Program.
- 5.4 Foster a culture of literacy to enhance the value of Louisiana in support of the Cultural Economy Initiative.
- 5.5 Partner with other agencies and organizations to develop and support adult literacy programs and provide services to institutional users.

#### Indicators

- Output Number of participants Summer Reading Program
- Output Number of participants in LA Young Readers' Choice Program
- Output Number of items loaned to the blind and physically handicapped
- Output Number of public library staff trained in early childhood literacy concepts

### **Objective 6: The State Library will achieve a 90% satisfaction rate in surveys of its users.**

#### Strategies

- 6.1 Provide State Library employees with the technology, training and tools needed to excel at their jobs.
- 6.2 Identify grant opportunities and funding sources for new projects.
- 6.3 Improve communication among State Library staff, between OSL and public libraries and among public libraries.
- 6.4 Upgrade existing State Library facilities as needed to increase functionality, convenience and attractiveness.

#### Indicators

- Quality Percentage of public libraries satisfied with OSL services

## **Program Supporting Documentation**

### **A. Description of how the strategic planning process was implemented**

In FY04-05, a major strategic planning effort was undertaken with all stakeholders. Six focus groups, conducted with various end-user categories, were held at the State Library. These were followed by eight regional planning meetings with public library directors and trustees. Finally, three planning sessions were conducted with staff. Out of this came a new overall strategic plan. The Plan was approved by the Department of Culture, Recreation and Tourism, with an anticipated implementation date of July 2005.

In August 2005, Hurricane Katrina struck and three weeks later, Hurricane Rita. For the remainder of that fiscal year, all of state government was under an executive order freezing all discretionary spending, travel and hiring. It was not until the fall of 2006, that the State Library began to implement the plan.

Because of the information gleaned during the earlier meetings with stakeholders and the disruption caused by the hurricanes, the decision was to revise the strategic plan formulated in FY04-05 and adopt it as the new strategic plan for FY2008-2013. This decision was supported by feedback received from an LSTA Advisory Committee focus group, a survey of public library directors and staff planning sessions in spring 2007.

### **B. Statement identifying the principal clients and users of each program and the specific service or benefit derived by such persons.**

The Office of the State Library of Louisiana (OSL) serves the following stakeholders and the benefit they receive is noted:

State agencies, state employees and state legislators -- OSL provides research and information services to any governmental entity that inquires; check out of materials, including training videos and DVDs for their staff; classes in database searching; distribution of public documents to the depository libraries; access and preservation of print and electronic public documents.

Public libraries – OSL provides databases, interlibrary loan, training and technology support, Internet, reference and information services, children's programming and consulting services to all 67 public library systems in the state. Many directors of our public libraries are not trained librarians and they rely on the State Library for guidance and advice.

General Public – The State Library building is open to the public and all of its resources, both print and electronic, are available on the premises. In addition, State Library resources may be borrowed via interlibrary loan through their local public libraries

Special Needs Users – Within the State Library is the regional Library for the Blind and Physically Handicapped (SBPH). On any given day, SBPH mails out between 750 and 1000 talking books, magazines and information to these

users throughout the state. In addition, the State Library provides a number of statewide children's programs designed to develop a love of reading and books.

**C. Identification of the primary persons who will benefit from or be significantly affected by each objective within the plan**

Objective 1: Increase usage of the State Library collections and services by at least 10% by 2013.

Primary beneficiaries of this will be public libraries and their users, state employees, legislators and state agencies and the general public.

Objective 2: Increase usage of public library resources by 20% by 2013.

Primary beneficiaries of this will be public libraries and their users, state employees, legislators, state agencies and the general public.

Objective 3: By 2013, provide a total of 250 media promotions and presentations which bring attention to libraries and their resources.

Primary beneficiaries of these will be the general public as they become more aware of libraries and the benefits they offer. A secondary benefit will be to the public libraries themselves because it will promote them and make them more visible within their communities.

Objective 4: Provide a minimum of 80 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities and by 2013, assist in rebuilding to 333 the number of library service outlets, distributed among all 64 parishes.

Beneficiaries of the library service outlets will include the general public, but especially those citizens living in the recovering parishes in the State. Public library staff will benefit from the continuing education workshops offered by the State Library, and by extension, their users will benefit from improved services and more competent and knowledgeable staff.

Objective 5: By 2013, provide 200,000 items per year to special populations and increase participation in children's programs to 110,000 per year.

Primary beneficiaries of the talking books are elderly, blind and physically-handicapped users. The majority of these users are senior citizens, but there are participants of all age groups, including children. Secondary recipients of these services include institutions such as nursing homes. Children's programs attract participants of all ages, but specific targets are birth to age 5, grades 1-6, grades 3-5, grades 6-8 and teens.

Objective 6: The State Library will achieve a 90% satisfaction rate in surveys of its users.



Surveys of public library directors will reveal their satisfaction with all services offered by the State Library. Secondly, beneficiaries of quality services and materials at the State Library will be the general citizen.

**D. Statutory requirement or authority for each goal**

Louisiana Revised Statutes 25:1-17, 121-124, 451-455; 36:208B, 209F, 209L, 910

**E. Potential external factors**

External factors affecting library services include: 10% of public libraries remain closed as of July 2007, increased pace of technology changes, a crisis in recruiting qualified librarians for management positions because of low starting salaries, the impact of Web 2.0 and Library 2.0 on library services nationwide, low literacy rates among Louisianans and an attitude at the local level of “no new taxes”, lack of home access to computers and Internet, and lack of designated parking for patrons of the Library for the Blind and Physically Handicapped.

**F. Description of any program evaluations used to develop objectives and strategies**

Results of the *LSTA 2003-2007 Evaluation Report* were used to identify accomplishments thus far toward goals and lesson learned; this was completed and submitted to the Institute for Museum and Library Services on March 30, 2007. In addition, a survey of public library directors was conducted and staff planning sessions and a focus group held with the State Library’s LSTA Advisory Committee. Each year the State Library also produces the Annual Public Library Statistical Report, which yields data for the performance indicators.

**G. Explanation of how duplication will be avoided**

The Office of the State Library works cooperatively with many other state agencies and public and academic libraries. In many areas, the State Library acts in a support role to other institutions in assisting them to offer the best possible service to their communities. The staff of the State Library works closely with other agency and legislative libraries to avoid duplication of materials, but also to make available materials other agencies do not have. The Library for the Blind and Physically Handicapped, a unit within the State Library serves as the sole regional provider of talking books.